

## Devoted to Safety: Clark Leaves His Imprint

By Kelly Manning

Three firemen were killed over 15 years ago when they were responding to a fire and the brakes on their fire truck failed, causing it to smash into a tree. It was then that Sgt. Bill Clark, of CVSD, knew something had to change.

Bill, who has worked at the DMV for over 32 years and is retiring on April 1, considers his most rewarding undertaking at the agency his involvement in developing the fire truck inspection program.

"There was a purpose in it for me," Bill said. "Innocent people were killed."

Even though it's on a limited basis and unfunded by the state, the truck

inspection unit continues to go to fire stations and inspect fire trucks to help ensure those accidents never happen again.

The accident hit close to home for Bill, who following in his father's footsteps, has been a volunteer fireman since 1973.

"Becoming a fireman was a calling," Bill said. "Inside I just knew it was something I had to do."

On April 2, exactly 33 years from the day he first suited up, Bill will say goodbye to the Wethersfield Fire Station, where he served as fire chief for six years.

"You just know when it's time for

*Continued on page 5*



Sgt. Bill Clark of CVSD answers a dispatch call from one of DMV's truck inspectors in the radio room.

## For Charlotte, Co-Workers Inspire Good Fortune

By Ernie Bertothy

After 32 years of DMV service, Enfield Branch Office manager Charlotte Cardona knows what she'll miss most about the agency – the people.

Charlotte, who will be retiring April 1, has worked in Driver's Services, Mail Processing, and the New Britain and Enfield Offices. At each stop along the way, she said her co-workers have made her feel fortunate.

"How did I get so lucky that I work with people that generally bond with each other and have integrity," Charlotte asked rhetorically.

Since her early days in Driver's Services in the 1970s, Charlotte recalled how her

*Continued on page 3*

## Inside

### ■ ERC Corner

Page 2

### ■ H.R. Thought You Should Know

New Employee Assistance Provider Unveiled  
Page 3

### ■ In Pursuit of Quality

RTOL Changes the Way We do Business  
Page 5

### ■ Commissioner's Column

## Blood Drive Taps Our Greatest Strength

There's a special event happening later this month in Wethersfield. I think this particular event calls on our agency's greatest strength – helping a person in a time of need.

Each day at DMV, we all have the chance to help someone and we do it well. The encounter could be a face-to-face interaction at a branch office, a call into our phone center or a response to a customer's e-mail. We assist without a second thought.

But on March 28, the opportunity is a little more personal to us within the DMV

*Continued on page 2*

# Come Support One of Our Own on March 28

*Continued from page 1*

family. The date marks a blood drive dedicated to Mariah Lynn Boria.

Mariah, the daughter of DMV employees Robert Boria and Yolanda Cruz, is an extraordinary 5-year-old who suffers from acute lymphoblastic leukemia. Due to this illness, Mariah often needs blood transfusions.

She needs our help. Let's get out there and support this worthwhile cause.

I encourage people to strongly consider giving blood on that day. The event runs from 8 a.m. to 3:45 p.m. For more information, you may contact Nancy Dumais at ext. 5008 or via e-mail at [nancy.dumais@dmvct.org](mailto:nancy.dumais@dmvct.org).

In the year since I came to DMV, I have seen this agency respond with so much goodwill towards others, both aiding customers and causes such as the Hurricane Katrina relief efforts or the Governor's Care and Share program. I believe we can come through again, this time for Mariah and her family.

Speaking of helping out, the thank-you letters keep coming here to my office.

A customer wrote of the positive and pleasant experience he had during a visit to the Hamden Office. He especially

noted the work of Charlayne Sierota and her staff for the exceptional job of working with a customer. The customer wrote, "[Charlayne] and the people she supervises treated my client, an immigrant from the West Indies, with courtesy and respect at all times." Great job everyone.

The Old Saybrook Office also received praise for a job well done. After renewing a license, one customer expressed her satisfaction with the staff. "Based on this and previous visits to the (Old) Saybrook DMV, I have always felt that all motor vehicle offices should be modeled after this particular branch," the customer wrote. What an outstanding effort, Old Saybrook!

Also, a staff member from the United States Environmental Protection Agency commended Lt. Dave Maestrini of CVSD for his assistance.

This person went on to thank Dave for the "invaluable help he has provided in educating me and other staff about the Department's truck smoke and safety program." As reported in last month's newsletter, Dave is retiring from DMV at the end of this month. And with letters like this, it's clear that his experience and hard work will be missed.



**Commissioner Ralph J. Carpenter**



## Be on the Lookout for Six-Flags, Lake Compounce Passes

**By Marj Knecht**

The Little Caesar's pizza and Tupperware fundraisers recently came to an end with delivery occurring within the next few weeks. Please contact a representative of the Employee Recognition Committee to give us your insight on these fundraisers and whether you'd like them offered again later in the year.

Butter-Braided Breads, which come in a variety of flavors, are now for sale. Order forms must be turned in by April 4, so we'll have items in by Easter weekend.

Watch for announcements about the availability of season passes for Six Flags and Lake Compounce Amusement Parks. The ERC offers discounted rates to staff members and their families on season passes for both parks and on daily tickets for Six Flags. These are available for a limited time only.

The ERC is forging ahead with preparations for the Spring Gathering to be held on Saturday, May 20 at the Irish American Club in Glastonbury from 6p.m. to 11p.m. Please save the date, as it promises to be one of our best parties yet! We are taking music requests now!

As always, you may refer to the DMV Intranet site for details of all upcoming events.

### **DMV Today**

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# Good Fortune Comes in the Form of Co-Workers

*Continued from page 1*

workmates provided her with the knowledge to perform her current duties of running a branch office. Charlotte's first branch assignment was in New Britain, where she gained valuable experience behind the counter helping customers.

"I learned not to take anything personally," Charlotte said of her time in New Britain. "It was a good experience for me."

After New Britain, Charlotte worked in Enfield. She then went back to Driver's Services before heading back to Enfield and in 1992 took over for the previous manager, Susan Houle.

Even today, Charlotte looks to her workmates for help. Despite more than 30 years of DMV knowledge, Charlotte and her staff assist each other constantly.

"I might be the manager, but do I know everything? No," Charlotte said. "I count on them, they count on me. We count on each other."

Under Charlotte's guidance, the Enfield Office has developed a "family" feel to it.

"We're kind of like a family here," said Judy Rollins, a staff member in Enfield. "We're not just co-workers, we're friends. If something happens to someone from the office, we all feel it."

Charlotte's approach to business, along with her personality, has made her a natural fit for working with the public.

Judy, who has worked with Charlotte in Enfield on and off since 1980, has witnessed the effect Charlotte has on the people around her.

"She has empathy for people," Judy said. "She listens to people, lets people talk and is very understanding."

Elaine McDougal, DMV's Branch Operations Division Chief, agreed with Judy.

"Charlotte has that calming effect," Elaine said. "She has patience to the end and a wealth of knowledge that has made her very dependable."

With her attributes, working with customers has become second-nature to Charlotte.

"I enjoy the interaction," said Charlotte.

"After helping someone, it feels like you accomplished something."

Charlotte intends to make good use of her extra time after retirement. Charlotte said she looks forward to visiting with one of the newest people in her life, her two-month-old grandchild, Ellsey. Charlotte also intends to travel to her home-away-from-home in Arizona with her husband Cruz.

As she departs from an agency that has been part of her professional life since May of 1973, Charlotte will not forget her co-workers.

"The DMV is very fortunate to have a lot of good people," Charlotte said. "I'll miss them all."



**Enfield Office manager Charlotte Cardona will miss her co-workers when she retires on April 1.**

## H.R. Thought You Should Know

### DMV Offers a New Employee Assistance Provider

DMV's employee assistance provider changed on March 1 from the University of Connecticut Health Center to EAP Incorporated. EAP Inc. is a division of ESI Employee Assistance Group, a national service leader in employer and employee assistance programs, serving more than 1,800 employers and 750,000 members across the U.S. and Canada.

EAP Inc. is there to help employees and family members in times of personal need, which includes family problems, workplace conflicts, alcohol abuse, chemical addiction, gambling, grief and loss, financial concerns, child and elder care, stress and emotional needs, relationship issues, eating disorders and domestic violence. It also provides information on personal finance, education and tuition, health and wellness and life style benefits.

In addition to its commitment to providing the broadest menu of employee assistance benefits, it is dedicated to providing the very highest level of service to the employees and family members that it serves. Its high member satisfaction and renewal rates stand in strong testimony to its commitment. Every year for the last 10 years, its plans have earned over 98% member satisfaction and client renewal rate.

EAP Inc. brings over 100 years of employee assistance expertise to serving clients and members. It has a depth of experience in every sector, including companies in every industry, government, including the State of Connecticut, public safety, healthcare, education and non-profit organizations.

All DMV employees will soon receive a mailing at their homes with information about the new Employee Assistance Provider, EAP Inc., including contact information. Employees may also visit Inside DMV for a link to the EAP Inc. Web site.

Remember all contact with EAP Incorporated is without cost or obligation and is strictly confidential.



## Bridgeport Office

Bridgeport is thrilled to welcome Paula Pinto to our office! She transferred from the New Britain Office.

Bridgeport had a St. Patrick's Day party of corned beef and cabbage, cold cut platters and various desserts! The cost for eating all this great food was five canned goods a person. The canned goods were then donated to the Bridgeport Rescue Mission as were the slightly used toys and clothing we also collected. We also want to thank Emissions Agent Bridgette Lott for helping us all those weeks and to her boss Tim Kulish for letting her come! We'll miss you Bridgette!

## CVSD

Congratulations to Vanita Ratti and Insp. Chris Smith who were married on Valentine's Day. Best wishes on a happy and healthy life together.

## Danbury Office

The March winds blew "Seamus the Leprechaun" into the Danbury Office with his pot of gold. Chrissy Perrotti, the honorary leprechaun of Danbury, will be hosting her 10<sup>th</sup> annual corned beef and cabbage (for the vegetarians) dinner.

For a little fun this month, see the brainteaser on page 6 from Tim Philavanh.

## Enfield Office

We would like to welcome our two new hires, Elena Pelletier and Leslee Cappellucci. We've already felt like they've been with us for a long while. Both of them have been real assets to the office. We would also like to say goodbye and thank you to Keith Koch and Jan Santini for helping us out for the last several months. However, they had to go back to their original posts. They will be highly missed, even though we still get to see Jan occasionally as she fills in for us. Thanks guys. Our manager Charlotte Cardona is on countdown. Her last day is March 31 and then it'll be time for her to relax and have fun. When asked how she felt, she said it still hasn't hit her and that she'll need to be away for a while before it doesn't feel like she's on vacation. We're having her retirement party March 25 at the Moose Club in Enfield and it should be a blast. We are looking forward to lots of fun and seeing everyone. Best of luck Char - We'll miss you terribly.

## Hearings Representation

As of February 17, Attorney Michelle Hinds-Fields joined our staff. Michelle received her Juris Doctorate and Bachelor's Degree from the University of Connecticut. Prior to joining DMV, Michelle was employed at Chubb Specialty Insurance as an employment practices claims attorney.

# Around The Agency

She was responsible for investigating employment discrimination and sexual harassment complaints, presenting high exposure cases to senior management and representing the com-

pany at settlement conferences and mediations. In addition, Michelle has clerked at the Hartford Superior Court, has worked as an intern at law firms in the greater Hartford area and interned at the Connecticut Commission on Human Rights and Opportunities. Welcome aboard Michelle!

## Norwalk Office

The Norwalk staff wants to welcome the following new employees: Eric Ganser, Lissette Grijalva, Ella Iannaccone, Gregg Sparso, Keenya Sparks and Laura Velez. Eric and Keenya are currently being trained in the Bridgeport Office and Elia Iannaccone is being trained in the Waterbury Office.

Geraldine Russolesi, with the assistance of Sarah Bradley, Gracie Williamson and Robin Komornik, have created a newsletter specifically for the Norwalk Office, The Norwalk Voice. Its intent is to foster better communication and relations between employees. We will have an employee of the month voted by employees and management. The newsletter will include a light side, a letter from management, notes from the editor, announcements, birthdays, tips for new employees, a recipe section and the Management Mission. If anyone is interested in a copy of the Norwalk Voice, please contact Geraldine at the Norwalk Branch, 203-840-1975

or send an email to the Norwalk Branch.

## Old Saybrook Office

Greetings from Old Saybrook, as vacations and sunny weather have eased the winter blahs. Richard Lelyo and his wife Patty spent a few days in southern Maine. They shopped at the outlets and came home with some great bargains. Rosadel Anderson returned from a week in New Hampshire. She followed her fitness regimen by snow shoeing and skiing in the White Mountains. Rebecca Boehnert has settled back into her house in Chester. She shared the fun of selecting paint and color schemes and the excitement of her decorating projects with us. She has a nice short commute to work now. Chris Foular and her husband James recently closed on their house. Even though they had rented it for three years, it was still a big deal. Good luck to them. Kathy Ely's niece, Camille, sold 509 boxes of Girl Scout cookies. Not bad for a 9-year-old. Thanks to Auntie Kathy's co-workers who purchased 61

*Continued on page 6*



**The Administrative Services Unit celebrated Mike Sawka's new baby girl, Riley, with a surprise party for lunch. Pictured from left to right, back row: Stanley Halibozek, Drew Olesen, Elliott Infante, Angelo Cavaliere, Mike O'Connell and Dave Rivera. Middle row: Jim Pettit, Debbie Lowe, Cindy Love and Cindy Zuerblis. Front row: Sheila Salzarulo, Mike Sawka with Riley and wife Michelle Sawka.**

# After 32 years, Safety Defines Career of CVSD Sergeant

*Continued from page 1*

you to turn the page in your life,” Bill said.

Bill started his career at DMV in 1974 as an inspector in Branch Operations doing driver’s license testing and car inspections. In 1978, he transferred to the Public Service Unit (which is now CVSD) and has worked there ever since.

“There is no part of the DMV that Bill is not familiar with,” said Lt. Rudy Supina of CVSD. “He’s a veteran inspector that has always been respected by his peers. He spent his entire career making DMV a better place.”

Bill, who was promoted to sergeant in 1999, has had the opportunity to work in almost every position in CVSD. He has performed truck inspections, school bus inspections, taxi cab inspections and is now in the auto ID unit.

Bill credits his mentors Lt. Jack Florence (passed) and Lt. Pat Balisano (retired), both from the Public Service Unit, for his success.

“They got me to where I am now,” Bill said. “They were knowledgeable and fair. You weren’t just an employee to them, they really cared.”

Bill hopes he has passed down his knowledge onto the

younger members of his department.

“I’ve had the opportunity to do almost everything in the Department,” Bill said. “I had years of knowledge to pass down and many people took advantage of it.”

After retirement, Bill plans to spend a lot of his time outdoors. He snowmobiles in the winter and enjoys saltwater fishing and water skiing in the summer.

Bill is considering joining the team at the Federal Emergency Management Agency, where he can use both his transportation skills and his devotion to help people when disasters hit, like Hurricane Katrina.

“The only drawback would be that it is a huge time commitment and I could be away from my family for months at a time,” Bill said.

Bill is married to Gail, and they have two daughters, Amy and Stacy, who are both going to school for elementary education. Stacy is also following in her father’s footsteps and has been training to be a volunteer firefighter for almost a year.

## ■ In Pursuit of Quality

# RTOL Connects the Present to the Future

**By Bob Sardo**

There’s a project well underway at DMV that will change the face of how work is processed. Its impact will be almost universal here, not only for employees, but also for our customers.

The goals are grand, and the payoff to DMV will be priceless. It’s called the Real Time On Line (RTOL) Project.

And it will change the way we do business.

When the work is completed, DMV staff will be able to perform their jobs more efficiently and provide better customer service.

Some of the improvements will be more obvious than others. For example, employees will benefit from more user-friendly workstations at branch offices. Transactions will be easier to perform with newer computer systems and efficient use of barcodes instead of re-entering information.

Also, staff will have the availability of license, registration, cashiering, and compliance information moments after a finished transaction. Systems and customer records will be updated immediately upon completion of a transaction. This will eliminate the lag-time now experienced by DMV staff, law enforcement personnel and others given access to DMV information. Customers will leave the window with permanent documents such as registrations.

In addition, in the future there will be no problem sifting through common last names (such as Smith or Jackson) in our databases. Our systems will be better connected and provide, at a glance, precise information to identify an individual customer and their pertinent information. This includes licenses, registrations, titles, suspensions,

emissions late fees, handicap parking permits and more. Using a new menuing system, staff will be able to simultaneously view and select information from multiple DMV business applications.

There will no longer be a need to manually produce reports, such as cashier reports, thanks to the ability to pull data from various divisions like Title, Registration and Licenses. Finally, we intend to train our IST staff to maintain the new technology RTOL will provide. It is important to all of us that DMV not only invest in proven modern technologies, but also in our own staff so that they can operate and improve the system after its implementation.

As the project manager, I’m pleased to announce that the agency has selected a vendor to begin the next phase of work – the design, development, and implementation of the plans for the project.

To get the RTOL project in motion, DMV has worked with the Department of Information Technology (DOIT) to evaluate multiple and highly complicated proposals from possible vendors. Now, with a vendor chosen, we expect to begin contract negotiations in the near future. Once negotiations have been completed, work will commence quickly in coordination with other agency-wide initiatives, like the ReROD Project reported upon in last month’s DMV Today.

We’re very excited to be moving this project off the drawing board and into our daily lives.

# Around the Agency

*Continued from page 1*

boxes. We are planning our Spring Fling pot-luck for March 23. The theme is Mexican and we are planning for decorations and lots of good food as usual. If you read this John in Norwich, don't forget to come over. Finally, we express sympathy and condolences to our Manager Marilyn Quayle and her family on the loss of her mother. We were aware of her mother's illness, but were still surprised that she passed away so suddenly.

## **Waterbury/ Winsted Offices**

It's been said that robins have been spotted in Waterbury, John Dibble were you hallucinating? We are all looking forward to an early spring. Lori Druan visited sunny California and Dot Bruckner and Judy Johnston will be cruising at the end of March. Have a great time!!! Happy March Birthdays to Joe Pelletier and Nancy Mancini! Also, welcome Dawn Simons, who is training from Wethersfield Office.

## **Wethersfield Office**

We would like to say farewell to our manager and friend Mary Santangelo, who is now working and training in the Enfield Office. Enfield, you are lucky to get her! We will miss working with Mary very much! Warmest welcome to all the new employees, Judith Dennis, Arta Bajrami, Janice Gugliotti, Sara Sherman and Dawn Simons, who have been and will be training here. We look forward to working with you. We would like to welcome Jennifer Pelletier back from vacationing in sunny Mexico. Hope you had fun!

**Wethersfield's thought for the month:** If fine wine is what you search for, ask Dot for a referral.

## The Magic Fifteen

### **Brain Teaser from Danbury Office**

Directions: using numbers 1-9 (only once) arrange numbers so that each row horizontally and vertically and diagonally equal 15. The answer will appear in April's newsletter. Good luck!


## **Support a Special Blood Drive in Wethersfield**

There will be a blood drive on Tuesday, March 28, dedicated in the honor of Mariah Lynn Boria, the daughter of DMV employees Robert Boria and Yolanda Cruz. It will take place from 8 a.m. to 3:45 p.m. at the Wethersfield Office. Mariah was recently diagnosed with acute lymphoblastic leukemia. She often requires blood transfusions because of her illness and the treatment she is on. For more information, contact Nancy Dumais at 860-263-5008 or by email at [nancy.dumais@dmvct.org](mailto:nancy.dumais@dmvct.org).

## **Leadership Changes at the DMV**

DMV is undergoing some leadership changes this month in CVSD, the Dealers and Repairers Division and the Compliance Review Unit.

In anticipation of the April 1 retirement of Lt. David Maestrini, Cindy Zuerblis, who has been in Dealers and Repairers, is moving to CVSD as the administrative staff's division manager. Cindy will oversee the commercial vehicle insurance compliance program, the U.S. DOT numbering program and all of the administrative logistics, such as purchasing and supervising the data entry staff.

Lt. Frank Baio of the Compliance Review Unit will be the acting division manager in the Dealers and Repairers Division in Wethersfield. Frank will be overseeing the field operations in the unit, including customer complaints and licensing. He will also serve as the division's law enforcement liaison.

Sgt. Tony Verillo of CVSD is relocating to Waterbury to supervise the inspectors in the Compliance Review Unit. He will oversee the agency's internal investigations, including any complaints of improprieties or fraudulent documents that would result in administrative action taken against employees.

"We wish all of these individuals success in their new assignments," said Richard Cosgrove, DMV's Chief Administrative Officer.